

## Site Visit Report

Name: Tseng, Rung-Yu

Visit Date: August 30, 2007

Location: Hughes Spalding Children Hospital

### 1. Five Observations:

- a) Wall and ceiling are decorated with colorful and childish painting.
- b) The entrance of lobby only allow in but not out.
- c) People work there always keep smile on their faces.
- d) The corridors do not seem wide enough to allow two gurneys passing at the same time.
- e) The restrooms in public areas have low accessibility.

### 2. Five Ideas:

- a) The tunnel to MRI scan room is such a long road. Maybe can draw a serial story on the wall.
- b) The appearance of MRI, X-ray and CT scanner could be more colorful.
- c) There could be a pre-scan room adjoin real MR scan room. This room could have a pseudo-MR scanner without magnetic field and let children practice and accommodate what they will do inside the real MR scanner.
- d) There is a small gift shop in the lobby. Maybe it could be assigned at every floor in the hospital. Just a little corner or small wicket, but it can make ward more lively and energetic. Because the gift shop can provide children many interesting things other than sick and pain, not just for the visitors.
- e) The space of Emergency Room could be more commodious in order to arrange more patients, medical personnel and medical equipments.

### 3. Describe Three Conversations:

#### a) With X-ray Technician (T)-

After the technician introduce us the operation of X-ray room.

Me: Do you have children size protect-wearing?

T: Yes, (Take it out to show me) we have children size for patient need to do X-ray.

Me: And where is your MR and CT scan room?

T: They all are in other side building.

Me: How far from here? If need to send patient to do MRI or CT.

T: It almost will take 10 minutes to there.

Me: Thank you.

#### b) With our group visiting guide, Simon (S)-

At the beginning of the tunnel to MR/CT scan room.

Me: Is this the tunnel to MR/CT scan room?

S: Yes, it will lead to MRI and CT.

(Other students ask: Did you ever send patients to MRI and CT at midnight?

S: Yes, we did.)

Me: How many MR scanners do you have?

S: We have two MRI there.

Me: And those two MR scanners both operate for 24 hours?

S: Yes, they operate for 24 hours.

Me: Thanks.

c) With second group visiting guide, Bill (B)-

When we wait outside at the conference room near tunnel to MR scan room.

Me: Do you have children psychiatry department?

B: No, but we have a similar department, children psychology department, and that is temporary office.

Me: So there is no patient with psychological disorders?

B: No, we don't have, because that is not included in primary care.

Me: Oh...thanks!